

United States Bankruptcy Court
District of New Hampshire

CM/ECF Help Desk

The CM/ECF Help Desk responds to a variety of questions from electronic filers on a daily basis. It's speciality is answering CM/ECF e-filing or procedural questions in respect to New Hampshire procedures. However, there are times when Help Desk callers ask for help in areas beyond our expertise. In those instances, we recommend you contact the PACER Service Center, which has the following services available to the public:

- External users of CM/ECF, e-filing attorneys or query-only PACER customers, must have a PACER login. The easiest way to obtain a PACER login is to register at the PACER Service Center's website at <http://pacer.uscourts.gov>. Customers need to complete an on-line form to obtain the login and password. Customers can gain access to PACER within the hour by registering on-line using a credit card. For those who choose not to provide a credit card, the registration process will take several days because the login and password are sent via U.S. mail. Customers can also provide the PACER Service Center with a credit card to automatically charge their outstanding fees each quarter.
- PACER Service Center can assist the public by: addressing browser issues; troubleshooting connection issues; providing information on installing and using Adobe Acrobat; providing information on creating documents using Adobe Writer; helping users while navigating the CM/ECF sites; and informing users about chargeable items.
- The PACER Service Center offers on-line password retrieval for those customers who lose or misplace their PACER password.
- The PACER Service Center can also respond to general electronic filing questions but will not answer procedural or e-filing login/password questions.
- The PACER Service Center hours are 8:00 am to 5:00 pm Monday - Friday, CST. 1-800-676-6856 or 210-301-6440.
- CM/ECF Help Desk in New Hampshire hours are 8:00 am to 5:00 pm Monday - Friday, EST. 1-866-252-6323 or 603-222-2600.